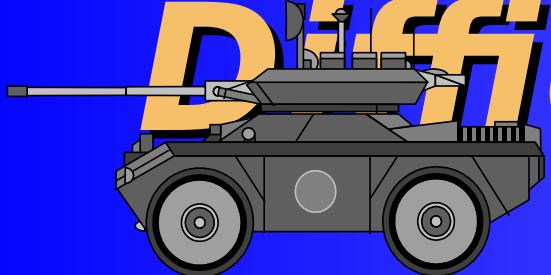


Dealing With Difficult People

*Frogs have
it easy; they
can eat
what bugs
them.*

Dealing With Difficult People



BULLDOZER



EXPER



COMPLAINE



SNIPE

R



BALLOON



INDECISIV

E



4 ELEMENTS FOR EFFECTIVELY DEALING WITH DIFFICULT PEOPLE

- 1. Know Specifically What You Want***
- 2. Make the Commitment***
- 3. Pay Close Attention***
- 4. Be Flexible***

TYPES of “PEOPLE”

TASK FOCUSED: PEOPLE

INTENT:

- To get things done**
- To get things right**

NEED:

- Control**
- Perfection**

FOCUSED:

INTENT:

- To get along**
- To get appreciated**

NEED:

- Approval**

**Anger is
one letter
short of
DANGER!**



1. Stand your ground
2. Breathe!
3. Interrupt
4. Backtrack slightly
5. Aim at a “Bottom Line”
6. Peace with Honor

*He who
throws
mud loses
ground.*



The Sniper

1. Stop, Look, & Backtrack
2. Ask the “Relevancy” question
3. Seek group opinion
4. Now we need “Tank” strategy?
5. If he/she will talk -- **LISTEN!**
6. Suggest a “Civil Future”

Diplomacy is

the art of

letting

someone

else get your

way



KNOW-IT-

ALL:

(The *Expert*)

1. Know your stuff *Expert*
2. Backtrack with respect
3. Question *firmly*
4. Present options *politely*
5. Use plural pronouns
6. Acknowledge his/her competence

*No man
knows less
than the
man who
knows it all!*



ALL: (The *Balloon*)

1. Backtrack
2. Ask for specifics
3. State facts as you know them
4. Provide a way out
5. Handle alone whenever possible

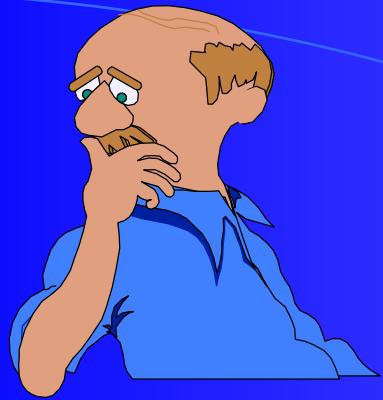
*if you must
cry over
spilled milk,
then please
try to
condense it!*



The Complainier:

1. Listen
2. Prepare to interrupt - *Don't Agree*
3. Acknowledge the complaint
4. Get specifics
5. Use limiting responses
6. Move to problem solving

*sit on the
fence long
enough and
the parade
will pass you
by*



INDECISIV E:

1. Help them voice concerns (take cues from “what’s not said / indirectness”)
2. Provide face-to-face support when possible
3. Reduce alternatives
4. Keep the action step
5. Watch behavior - “don’t push too far”

*You can't
direct the
wind, but
you can
adjust your
sails*

Difficult Person Coping

Plan:

- 1. Assess the “Situation”**
- 2. Stop wishing they were “different”!**
- 3. Get distance between you and the difficult behavior**
- 4. Formulate a plan for interrupting the interaction**
- 5. Implement strategy**
- 6. Monitor coping process**
- 7. Modify or abandon plan, if necessary**

CARING COMMUNICATION:

- **Acknowledging**
- **Appreciating**
- **Assuring**
- **Passive Listening**
- **Pacing**
- **Reflecting**
- **Paraphrasing**
- **A positive close**

WATCH OUT FOR:

- Put Downs
- Impatience
- Sarcasm & Complaining
- Jargon
- Explaining Too Much
- Ignoring Customer's Comments
- Avoiding Responsibility or Blaming Others

QUESTIONS

?